

SECTION 5

SERVICE REQUIREMENTS/SCOPE OF WORK

This section sets forth the general requirements that the Qualified Vendor will be expected to comply with in the delivery of agreement services. The Qualified Vendor shall also comply with the requirements in Section 7, Service Specifications as well as Section 6, DES/DDD Standard Terms and Conditions, and all other provisions of this Request for Qualified Vendor Applications (RFQVA).

5.1 Provider Qualifications

The Qualified Vendor shall meet all applicable license/certification requirements and standards throughout the term of the Qualified Vendor Agreement, including the following:

1. If required in statute or regulation, the Qualified Vendor shall have the appropriate current Arizona license and fully comply with all licensing requirements prior to the delivery of service. Payment will not be made for services delivered prior to the issuance of the license.
2. The Qualified Vendor shall be certified by the Division as a home- and community-based provider pursuant to A.A.C. Title 6, Chapter 6, Article 15 prior to the delivery of service. Payment will not be made for services delivered prior to the date of certification.
3. The Qualified Vendor shall be registered as a provider with AHCCCSA prior to the delivery of service. Payment will not be made for services delivered prior to the date of registration.
4. The Qualified Vendor shall comply with A.A.C. Title 6, Chapter 6, Article 9, Managing Inappropriate Behaviors.
5. The Qualified Vendor shall comply with all applicable Federal and State laws.
6. The Qualified Vendor shall comply with applicable Division policies, procedures and administrative directives. The Policies and Procedures are posted on the Division's website at <http://www.de.state.az.us/ddd/>.
7. The Qualified Vendor shall have on file three verifiable letters of reference that clearly state the name, address, and phone number of the person providing the reference and make them available upon request to the Division.

5.2 Staffing

1. The Qualified Vendor shall have a plan for the recruitment, initial and ongoing training, retention and monitoring of staff providing services under this agreement.
2. The Qualified Vendor shall routinely monitor and supervise the trainers under this agreement to ensure the ability/fitness of the trainers.

5.3 Notice of Delivery of Services

Qualified Vendors awarded an agreement under this RFQVA must:

1. Provide notice to the Division Behavioral Services Manager of the availability of training, including times, dates, anticipated number of trainees and outreach activities for habilitation direct service staff of other Qualified Vendors and Independent Providers that have an independent services agreement with the Division.
2. The Qualified Vendor shall set a priority for acceptance of students as follows:
 - 2.1 Habilitation direct service staff presently working with children aged 0-5 who have, or are at risk of having, a diagnosis of autism.
 - 2.2 Habilitation direct service staff that have expressed interest to work with children aged 0-5 who have, or are at risk of having, a diagnosis of autism.

5.4 Quality Management Plan

The Qualified Vendor shall develop and maintain a quality management plan in order to continuously monitor the delivery of services and to ensure that the services are appropriately meeting the objectives set forth in consumers' ISPs. The Qualified Vendor shall keep the quality management plan on file and make the plan available to the Division or consumers/families/consumer representatives upon request.

The quality management plan shall contain elements that address the following:

1. Incident management, corrective action and preventions.
2. Complaints and grievances.
3. Solicitation of input from consumers, families and/or consumer representatives including input on consumer satisfaction, the hiring and/or evaluation of direct service staff, and the improvement of services.
4. Opportunities provided to consumers/families/consumer representatives to be actively involved in Qualified Vendor operations.

5. Monitoring and evaluation of services provided (i.e., measurement of outcomes as it relates to the ISP objectives) and the improvement of the quality and appropriateness of services.

5.5 Recordkeeping

1. The Qualified Vendor shall maintain books and records related to services and expenditures as required by the Division in rule or policy or in this RFQVA, as amended. Documents that the Qualified Vendor shall have on file include but are not limited to:
 - 1.1 Articles of Incorporation, partnership agreements and/or Internal Revenue Service letter, as applicable.
 - 1.2 Copies of all licenses and/or certifications.
 - 1.3 A current organizational chart that outlines the functional structure of the organization, including all program areas and staff positions.
 - 1.4 If applicable, a complete list of the members of its Board of Directors, partners, or owners as applicable, including names, titles, addresses and phone numbers.
 - 1.5 Current written job descriptions, which include minimum qualifications for training and experience, for each position that will be utilized in the provision of a service under the Qualified Vendor Agreement.
 - 1.6 Current resumes/applications for each person who will be providing services under the Qualified Vendor Agreement.
 - 1.7 Current resumes for administrative/management positions.
 - 1.8 If applicable, documentation of inspections and licenses necessary to operate a residential setting.
2. The Qualified Vendor shall maintain a file on each offered class. The file should include the following, as applicable:
 - 2.1 Approval for the curriculum.
 - 2.2 Copy of attendance sheets.
 - 2.3 Copy of the competency test for all attendees.
 - 2.4 Copy of the competency certificate for all attendees that pass.
 - 2.5 Documentation of outreach activities to habilitation direct service staff that are employees of other Qualified Vendors or Independent Providers that have an independent services agreement with the Division.

5.6 Application and Use of Rate Book and Billing Manual

In accordance with A.R.S. § 36-557.K, the Division has published a rate book describing the rates and rate structure for services described in this RFQVA. The rate book is available on the Division's website. The rate book, including any updates, is incorporated by reference into this RFQVA. Qualified Vendors shall be paid the applicable rates as reflected in the rate book.

The Division acknowledges that the rate models used to determine the Benchmark Rates on Schedule 5.1 do not necessarily reflect actual cost profiles. Actual patterns of expenditures by

Qualified Vendors may be different from those outlined in a given rate model. The Division recognizes that assumptions in the rate models may need to be updated over time.

The Division has also published a billing instruction manual. The manual specifies the billing requirements that must be followed by providers in order to file a claim for services under this RFQVA. The billing instruction manual is available on the Division's website. The billing instruction manual, including any updates, is incorporated by reference into this RFQVA.